



Department of Public Works

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## **Year-Round Garbage Cart Set-Out Questions & Answers**

City of Milwaukee Department of Public Works (DPW) crews began placing new year-round garbage cart set-out tags on Monday, January 13, 2014. The tags include program guidelines and an initial garbage collection schedule effective January 27<sup>th</sup> through April 4<sup>th</sup>. Residents will receive a new tag in mid to late March with collection schedules for April 7<sup>th</sup> through the end of 2014.

### **1. What changed? Why do I now have to bring my garbage cart(s) to the curb for collection?**

Beginning January 27, Milwaukee residents with curb collection must place their garbage carts at the curb on their designated collection day by 7:00 a.m. just as they have done in spring, summer and fall since 1993. This change allows Milwaukee to adopt best practices that increase efficiency on collection routes and reduce the likelihood of worker injuries from walking up and down icy driveways to service carts.

### **2. Why is this change occurring in the middle of winter?**

This change is part of the 2014 adopted City budget (January 1-December 31, 2014) and will save \$300,000 in wages and employee benefit costs. It is being implemented on January 27, 2014 (instead of January 1, 2014) to allow for backyard collection of winter holiday garbage (Christmas, New Year's and Dr. Martin Luther King Jr. Days).

### **3. Where should I place my cart(s)? Can I place them in the street?**

Ideally, carts should be placed between the sidewalk and the curb, but when snow mounds prevent that, they can be placed on the sidewalk next to the driveway approach. If they do not obstruct motor vehicle traffic lanes, carts can be placed in the street at the curb near your driveway. Carts must be returned to the storage location by 10:00 p.m. on the day they are collected. Carts serviced in alleys should be placed at the apron of the alley.

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**4. What should I do with my cart(s) if it is snowing on the day of collection?**

Most snowfalls should not impact your garbage collection day. Continue to place your carts out according to the printed schedule and have a clear path shoveled so your cart can be emptied.

**5. What should I do with my cart(s) if collection is suspended due to snow, cold or other emergency operation?**

Snowfalls greater than 4 inches, temperatures below -9 F or other weather emergencies may impact your garbage collection day. Residents can sign up through the City's E-Notify system to receive a text alert when garbage and recycling collection has been suspended for the day. Residents can also call 286-CITY (2489) or check the DPW website at [www.city.milwaukee.gov/mpw](http://www.city.milwaukee.gov/mpw). Local news media also carry our message when service is suspended.

After you have cleared an access path, place your cart(s) at the curb and leave them there until crews empty them the day collection resumes. Resume the printed se-out schedule the following week.

**6. I am elderly or disabled and cannot bring the cart to the curb. What should I do?**

The City has a cart hardship program for residents who are physically unable to place or return carts for servicing. To qualify for this program, there must be no other able-bodied person in the residence to place and retrieve carts. When an applicant is approved, the carts will be retrieved, emptied and returned to the storage location. Each individual living in the home must complete a hardship application and include a doctor's certification of their inability to move the carts. Call (414) 286-CITY for an application.

**7. Since this initiative saves the City money, how does it impact my solid waste fee?**

This initiative will save the City around \$300,000 annually in solid waste costs. These savings offset increased costs of labor, materials and services.

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**8. Do I need to set my recycling cart(s) out as well?**

This change to year-round cart set-out applies to **garbage carts only**. Residents on automated or year-round scheduled recycling routes should continue to set recycling carts out according to the schedules previously provided.

**9. How do I find my set-out schedule?**

Schedules were left on garbage carts beginning January 13<sup>th</sup>. To view your schedule online, visit the DPW website at [http://mpw.milwaukee.gov/services/garbage\\_day](http://mpw.milwaukee.gov/services/garbage_day) and enter your address. You can also call (414) 286-CITY (2489) for more information.

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